

Table 20

Mean Satisfaction Ratings of Service Attributes

	<u>Mean</u>
Ease of getting in touch with the right person to solve your problem or answer your question	4.48
The employee being knowledgeable	5.11
The employee being helpful	5.14
The employee treating you with respect	5.79
Having your issue resolved in a reasonable time period	4.57

Note. Base = 344.